




**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

September 24, 2004

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **SOUTHEAST AREA SOCIAL SERVICES FUNDING AUTHORITY
(SASSFA) CONTRACT REVIEW –INTEGRATED CARE
MANAGEMENT PROGRAM PROVIDER**

We have completed a review of Southeast Area Social Services Funding Authority (SASSFA), a Department of Community and Senior Services (DCSS) Integrated Care Management Program service provider. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project.

Background

DCSS contracts with SASSFA, a non-profit organization, to provide services to seniors ages 60 and older, their spouses, and disabled residents, located in Service Planning Area (SPA) seven. The types of services provided by SASSFA include interviewing program participants to assess their cognitive, social, emotional and medical needs, and to develop care plan(s) that address those needs. In addition, the Agency links program participants to other service providers to arrange for care management services. SASSFA is located in the Fourth District.

DCSS pays SASSFA a negotiated hourly rate of \$20 per hour for Intake Screening and \$40 per hour for all other services (i.e. In-Home Assessment, Care Plan, etc.). The negotiated hourly rates are based on the program costs and service hours that SASSFA estimated in their proposal. For Fiscal Year 2003-04, DCSS paid SASSFA approximately \$101,000.

Purpose/Methodology

The purpose of the review was to determine whether SASSFA was providing the services outlined in their Program Statement and County contract. We also evaluated SASSFA's ability to achieve planned levels of service and staffing. Our monitoring visit included a review of the Agency's Annual Service Level Assessment Report, billing statements, participant case files, personnel and payroll records, and interviews with the Agency's staff and program participants.

Results of Review

Overall, SASSFA provided the services outlined in its County contract. SASSFA maintained appropriate documentation to support the services billed to DCSS, and employed qualified staff to perform care management services. SASSFA's caseloads did not exceed the maximum cases allowed by the County contract. The participants interviewed stated that the services received from the Agency met their expectations. In addition, the program participants were eligible for care management services.

Review of Report

On June 24, 2004, we discussed our report with SASSFA. In their attached response, SASSFA agreed with the results of our review. We also notified DCSS of the results of our review.

We thank SASSFA for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer
Department of Community and Senior Services
Cynthia Banks, Chief Deputy Director
Laura Medina, Program Manager
Nancy Stowe, Director, SASSFA
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT
INTEGRATED CARE MANAGEMENT (ICM) PROGRAM
FISCAL YEAR 2003-2004
SOUTHEAST AREA SOCIAL SERVICES FUNDING AUTHORITY
(SASSFA)**

BILLED SERVICES

Objective

Determine whether Southeast Area Social Services Funding Authority (SASSFA) billed DCSS for valid and authorized services.

Verification

We judgmentally selected a sample of 211 hours (33%) from a total of 635 service hours SASSFA billed DCSS in February through April 2004. We also reviewed 17 case files for documentation to support the services billed to DCSS.

Results

The Agency provided appropriate documentation to support the services billed to DCSS. The Agency used the appropriate billing categories (i.e. Intake, Care Plan) to reflect the provisions of services. In addition, they provided care management services to program participants within the timeframes required by the County contract.

Recommendations

There are no recommendations for this section.

CLIENT VERIFICATION

Objective

Determine whether the Agency provided program services to only eligible individuals.

Verification

We interviewed 10 program participants to confirm the services the Agency billed DCSS. We also reviewed the participants' case files for documentation to support their program eligibility.

Results

The program participants interviewed indicated that services received from SASSFA met their expectations. Furthermore, the case files contained documentation to support the program participants' eligibility for care management services.

Recommendations

There are no recommendations for this section.

STAFFING / CASELOAD LEVELS**Objective**

Determine whether SASSFA's caseload did not exceed the County contract maximum of 40 cases.

Verification

We interviewed two Care Managers and one Project Director. We also reviewed billing invoices for February, March, and April 2004.

Results

The Care Managers' average caseload of 39 did not exceed the maximum number of cases (40) allowed by the County contract.

Recommendations

There are no recommendations for this section.

STAFFING QUALIFICATIONS**Objective**

Determine whether SASSFA's staff meet the qualifications required by the County contract.

Verification

We interviewed SASSFA's staff who worked on the DCSS' contract. In addition, we reviewed their personnel file(s) for documentation to confirm their qualifications.

Results

All staff possessed the educational and work experience qualifications required by the County contract.

Recommendations

There are no recommendations for this section.

SERVICE LEVELS**Objectives**

Determine whether SASSFA's reported service levels for Fiscal Year 2003-04 did not significantly vary from planned service levels.

Verification

We reviewed DCSS' invoices from July 2003 through April 2004 and compared SASSFA's proposed service levels for the same period.

Results

From July 2003 through April 2004, SASSFA's planned service levels were 1,733 hours. SASSFA reported providing 1,637 hours of services during this period.

Recommendations

There are no recommendations for this section.



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September 15, 2004

Mr. J. Tyler McCauley, Auditor-Controller
County of Los Angeles
Department of Auditor-Controller
Kenneth Hall of Administration
500 W. Temple Street, Room 525
Los Angeles, CA 90012-2766

Dear Mr. McCauley,

Ms. Mary Ann Morato audited SASSFA's Integrated Care Management and Nutrition on June 21-23, 2004. I have reviewed the results of Ms. Morato's audit, and am pleased to find that her review was favorable, in that she cited no infractions, misrepresentations or omissions in regard to our adherence with the Program Statement and County Contract.

I would also like to take this opportunity to express that Ms. Morato was a delight to have at our agency during this process. Her experience, professionalism, and compassion for her job are apparent and she is a very competent auditor. In addition, she was very helpful to my staff and me in answering questions and making suggestions for improving our program. We will look forward to working with Ms. Morato again in the future.

Sincerely,

A handwritten signature in cursive script, appearing to read "Nancy Stowe", is written over the typed name.

Nancy Stowe, M.A.
Program Director